

ATTACHMENT A

COMMENTS ON DDI MEMORANDUM ON WANG EVALUATION

1. The cover memo from Chief, ASG, CPAS states "the processing backlog in ODP is now six months for either (a Wang 7520 or an NBI)." There is no backlog in ODP for any word processing equipment. Requests are logged in and processing begins as soon as the requests are received. Orders will not be cut, however, until the customer provides blueprints for systems requiring cabling. Currently, a customer can expect to have his Wang System installed within sixty days of receipt of order if a site survey has been made, and the request is in order. (The request is checked for inaccuracies, compatibility with blueprints, maintenance included for leased equipment, etc..) In the case of NBI's, processing is somewhat longer because of the special approvals that must be obtained for procuring non-standard word processing equipment. Price verification of NBI options generally takes longer because of the relative unavailability of NBI salespeople as compared to the dedicated Wang marketing personnel.

2. The referenced memo states that "the office was seriously disrupted by the presence of several workers who installed the cables. The job was a messy one, lending further to the disruption." Cabling requires drilling within the ceilings and will be disruptive to personnel working in the altered areas. Arrangements can be made to install cabling after hours and on weekends at overtime rates, however, if the area is vaulted the customer office will have to provide escorting in the vaulted areas. Although the work is by nature "messy", the subcontractors do clean and restore the areas affected by the construction.

3. The referenced memo states that "over three months elapsed between the time we submitted our order to ODP and the operational date. ODP tells us that is the average time required. This compares with an average procurement/installation time of 30 days for NBI word processing systems." DDI personnel changed the original location intended for the Alliance CPU Master and disk drives causing a five to six weeks' delay in the installation process. Pertinent dates are as follows: order date: 8 August 1982; delivery date: 22 September 1982; start of cabling: 15 October 1982; cabling completed: 25 October 1982; system installed: 1 November 1982. (The DDI memo cites

17 November 1982 as the installation date. This is because CPAS personnel had not arranged for training until after 1 November 1982 and requested that system software not be loaded until 17 November 1982.) Item 1, above, addresses the ODP processing time. Procurement/ installation of NBI equipment now takes about 60-90 days since it is now categorized as Agency non-standard word processing equipment and as such must go through a time-consuming approval process.

4. The referenced memo states that "maximum separation (of terminals from the CPU) was 500 feet." Wang has now committed to a maximum separation of 1000 feet. Cabling between floors in the Agency headquarters building requires special approval from OC and OL.

5. The referenced memo states that "two (ports) are reserved for telecommunications interfaces . . . and two are reserved for software packages (like CP/M" Neither CP/M nor any Alliance software package requires a port. Each telecommunications board does require a port (the Alliance System can support two TC boards), however, ports are not reserved for TC boards. Thus, it is possible to configure an Alliance System with 24 terminals and eight printers, however, it is good system planning to limit the number of ports used initially to allow for expansion.

6. The referenced memo states that "one terminal must eventually be installed immediately adjacent to the CPU and disk drives." The system administrator can use any terminal for performing administrative tasks. However, for tasks, such as disk backup, the terminal should be reasonably close to the disks. This can be resolved by having the terminal closest to the Alliance CPU site on a moveable stand.

7. The referenced memo states that "the VM to Wang interface is under development, but it may take longer than anticipated." ODP has developed the module to convert Wang WPS documents to VM SCRIPT but have not yet developed a user friendly driving module. (ODP personnel have actually converted several high priority files for customers using the prototype system.) The development is now scheduled for completion by 1 March 1983.

8. The referenced memo states that "The attached cost comparison suggests the Wang might be more cost-effective for systems with seven or more workstations, etc." The Wang costs are much more attractive than the NBI costs when you consider that the Wang equipment is TEMPEST approved whereas the NBI equipment is not. (Tempest equipment is often 40 % to 100%

more expensive than the corresponding non-Tempest equipment.)

9. The referenced memo states that "The system administrator's job could well become a full-time position for most DI offices." The Alliance System requires minimal support from a systems administrator if the system is only used for basic word processing (perhaps two to three days initially and one to two hours per week thereafter). Some Agency offices have assigned a dedicated support person to act as system administrator for four Alliance Systems.

10. The referenced memo states that "The CPU and disk drives require approximately 100 square feet of space." The Wang workstation will fit on the sidearm of a standard government-issued desk, whereas each NBI workstation requires about 25 square feet of additional space. For ten NBI workstations this means an additional 250 square feet. The Wang Alliance Master with two disk drives can easily be housed in a 100 square foot room (which would provide sufficient space for ventilation and for the Wang customer engineers to perform maintenance on the equipment.) Ten Alliance workstations would require no additional space.

11. The referenced memo states "The CPU and disk drives are too noisy for most office environments, so they require an isolated area. . . . The system cannot function in areas whose temperature is above 90 degrees, therefore require supplemental cooling." Ideally, the Alliance System should be located in a dedicated room (or a computer center if available) so that heat and noise would be of little consequence. If the system is located in an area with personnel, noise abatement partitions can be used and heat ducts can be installed by the Office of Logistics (as was done for the ODP/ED Alliance System). Areas whose temperature is above 90 degrees should be serviced by OL in any case.

12. The referenced memo states "Word processing functions (and formatting) require more key strokes on the Wang than on the NBI." Wang designs their word processing systems to be user friendly and has a good record in this respect, however, there may be certain functions on the NBI that can be judged easier to use. The basic word processing functions are somewhat different from vendor to vendor. It is natural for users to prefer the operational idiosyncracies of the word processing system that they are more experienced with. However, these minor variations in the operation of basic functions are not good criteria to use for selecting one word processing system over another.

13. The referenced memo states that "sheet feeders are not available for the Wang." Sheet feeders will be available for Wang printers in May, 1983.